

FIG. 2

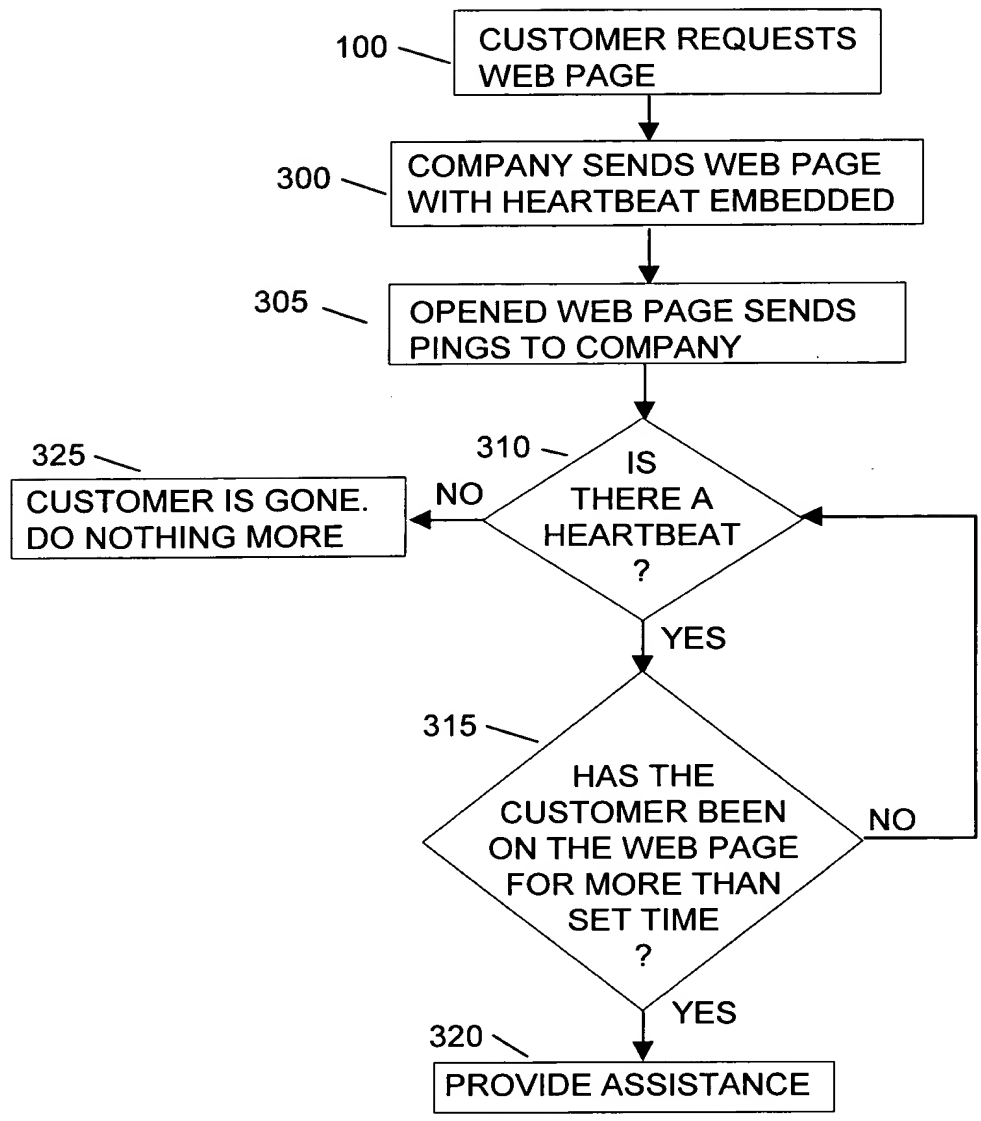


FIG. 3

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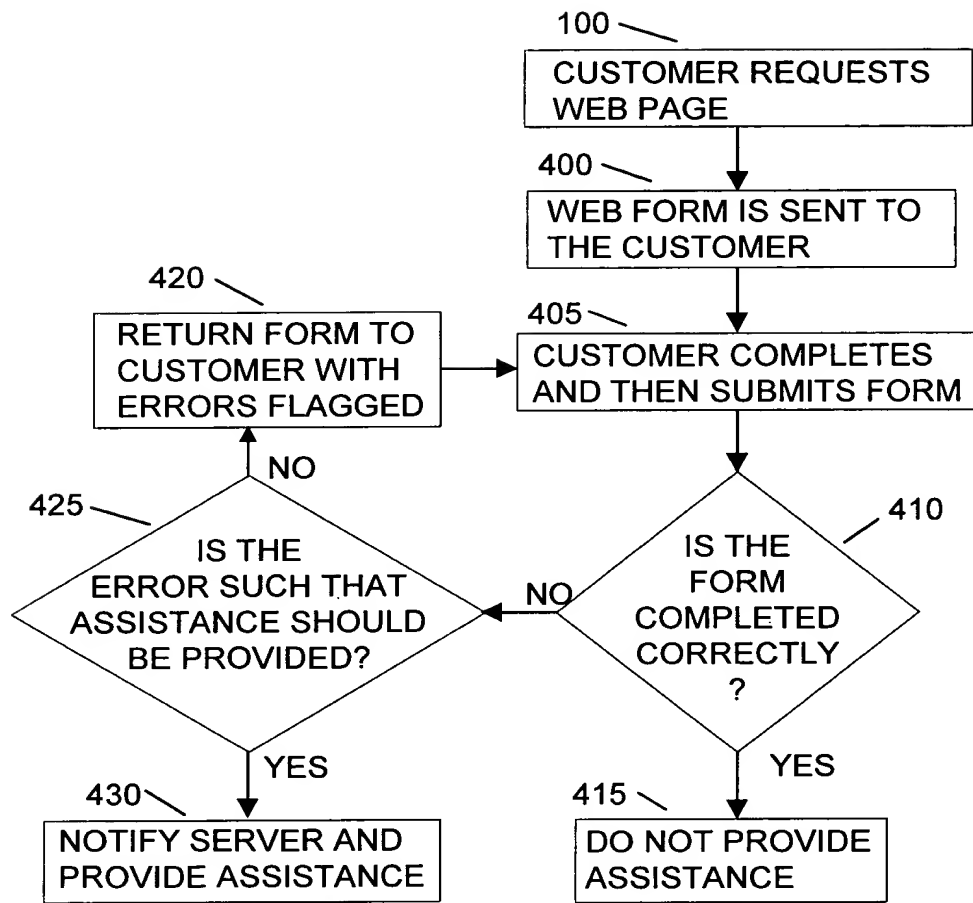


FIG. 4

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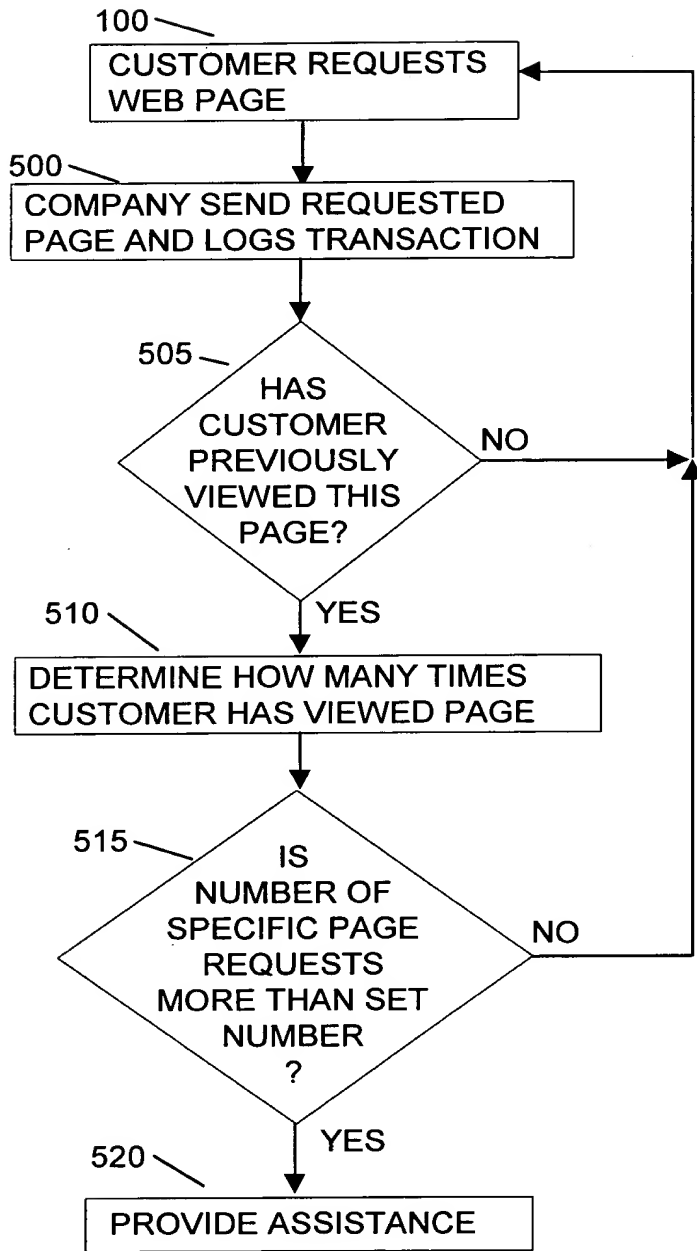


FIG. 5

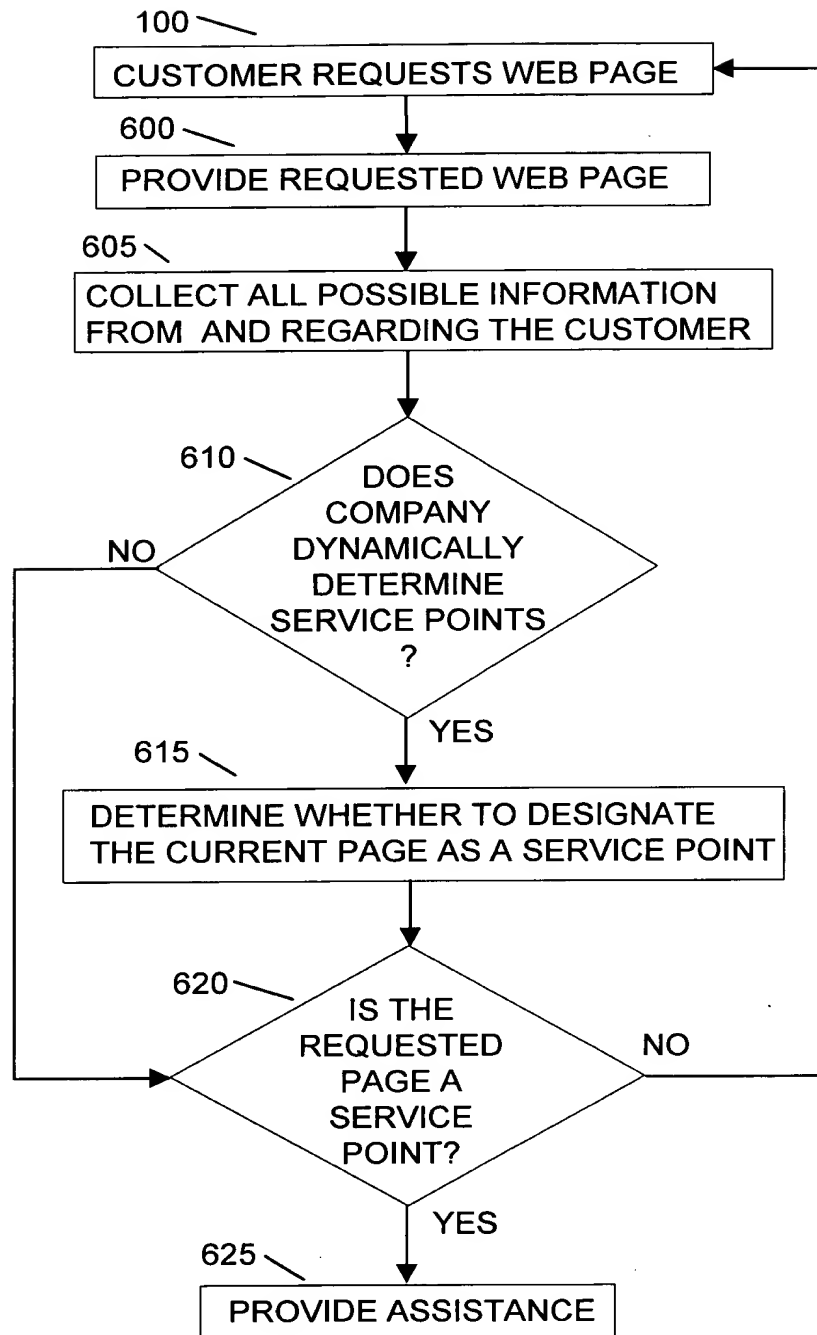


FIG. 6

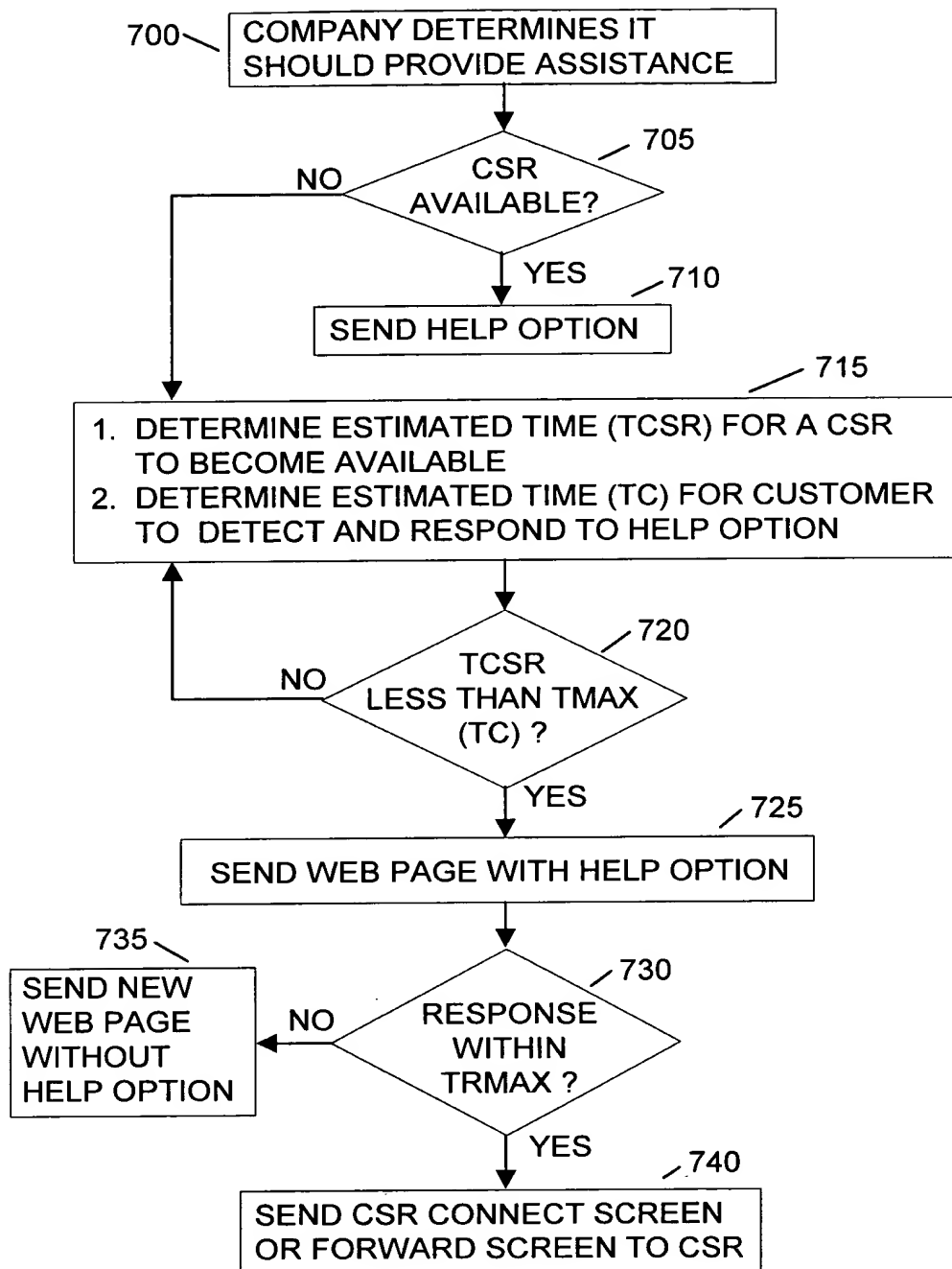


FIG. 7

1. PRESENT WEB PAGE WITH HELP OPTION
2. GATHER STATISTICS ON PERCENTAGE OR NUMBER OF HELP OPTIONS RESPONDED TO AND WHEN
3. GATHER STATISTICS ON CSR ASSISTANCE TIME

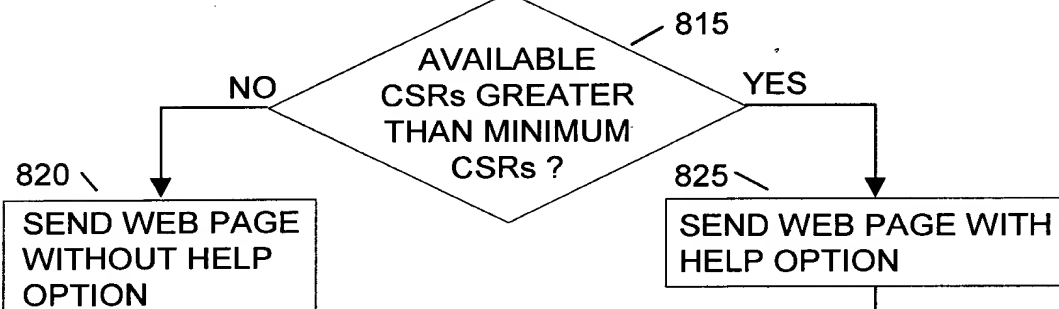
800

RECEIVE REQUEST FOR SELECTED WEB PAGE

805

1. DETERMINE NUMBER OF OUTSTANDING HELP OPTIONS
2. ESTIMATE MINIMUM NUMBER OF CSRs NEEDED WITHIN TIME TH
3. ESTIMATE NUMBER OF CSRs TO BE AVAILABLE WITHIN TIME TH

810



735

SEND NEW WEB PAGE WITHOUT HELP OPTION

730

RESPONSE WITHIN TRMAX ?

NO

YES

740

SEND CSR CONNECT SCREEN OR FORWARD SCREEN TO CSR

FIG. 8

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